



ZIONSVILLE

NEW CUSTOMER INFORMATION

Town services and utility billing



WELCOME TO ZIONSVILLE!

We are happy you're here and look forward to meeting you.

Visit www.zionsville-in.gov/stayintouch or scan this QR code to find all the ways that you can connect with and be involved in your new community.





WASTEWATER

The Town of Zionsville maintains a flat **\$44.50** per month per residence.

TRASH/RECYCLING COLLECTION

Residents will have their trash and recycling collection provided by our contracted trash company – Priority. The monthly fee for both services is **\$12.35** and is billed by the Town of Zionsville. Priority will provide trash every week on your designated day and recycle collection will be every other week on the same day as your trash service. Collection will occur between 7 a.m. and 6 p.m. Please have all materials to the curb by 6:30 a.m.

Acceptable garbage: ashes, garbage, rubbish, refuse, waste materials, cans, bottles, rags, paper and other ordinary household waste that is generated through normal use, as well as incidental yard waste. Unacceptable refuse: large hedge and tree limbs, grass clippings or shrub or brush removal.

There is no additional charge for this container. Priority will provide every home a new 95-gallon trash toter to be delivered on or around the first week of June. Until then, feel free to use your current trash container or set out up to six bags.

There should be a 95-gallon green container with a yellow lid at the home. This is designated for **recycling**. If for some reason there is not a recycling container at the home, please contact Mindy Klinedinst at 317-873-2469 or mklinedinst@zionsville-in.gov.

RECYCLING BIN ITEMS

ACCEPTABLE:

- Paper – Clean flattened cardboard & paperboard
- Glass – Clear and colored glass bottles
- Cans – Clean food & beverage cans or cartons
- Plastics – Clean plastic bottles & Containers #1, 2, 4, 5, & 7

UNACCEPTABLE:

- Paper – Wet paper, wet cardboard, food-stained paper and food-stained cardboard
- Glass – Ceramics, windows, light bulbs, mirrors, dishes and Pyrex
- Cans – Loose can tops, full aerosol cans, paint, chemicals, needles and biohazard materials
- Plastics – Styrofoam, packing peanuts, cooking oil containers and motor oil containers

HEAVY TRASH BULK ITEMS

Contact Priority at their website www.prioritywaste.com/cities-we-serve/zionsville or 855-WASTE-65 (855-927-8365).

UNCOLLECTIBLE WASTES

Any waste designated as “hazardous” by the United States Environmental Protection Agency or appropriate state agency as the same is now in effect or may hereinafter be amended. This term also includes any flammable/volatile liquids. No paint cans or items containing Freon. Please refer to contact list for information on your local hazardous waste site for details on proper disposal.



COLLECTION SCHEDULE



2023

April '23						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May '23						
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14	15	16	17	18	19	20
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28	29	30	31			

June '23						
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25	26	27	28	29	30	

July '23						
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August '23						
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27	28	29	30	31		

September '23						
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October '23						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November '23						
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12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December '23						
S	M	T	W	T	F	S
					1	2
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

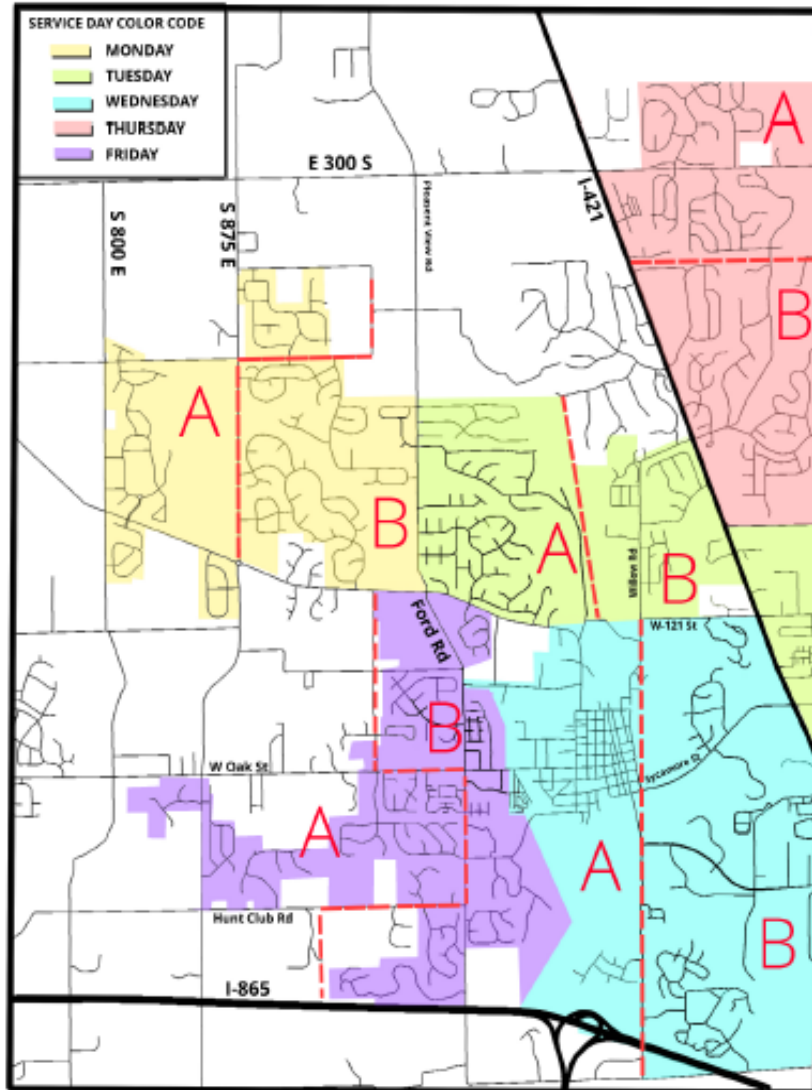
2024

January '24						
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21	22	23	24	25	26	27
28	29	30	31			

February '24						
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25	26	27	28	29		

March '24						
S	M	T	W	T	F	S
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

A Recycle Week
 B Recycle Week
 Holiday, no collection occurs on this day



This map indicates the new collection schedule beginning April 10, 2023.

Border streets are split in half. If your home is on the North, South, East or West of the border street, that is the section you will be serviced.



Payment Options

- **Bank Draft (ACH)**
The Automatic Payment Plan pays your sewer and/or trash bill each month from your checking account. Return the [Automatic Payment Plan request form](#) (also attached) with your voided check by mail or in person. Your payment will be automatically deducted on the last business day of each month.
- **Pay Bill Online**
Online bill pay allows you to pay with a credit card without coming to Town Hall. There is a \$1.25 charge. Online bill pay also allows you to view your bill, see current balance and see past payments with no charge. For online utility billing, visit: www.municipalonlinepayments.com/zionsvillein/utilities
- **Pay-By-Phone**
The pay-by-phone allows you to pay with credit card over the phone. There is a \$1.25 charge. It also allows you to hear balances, payment amounts and due dates. Call 833-303-3764 to make your payment over the phone.
- **Town Hall**
Payments are accepted Monday – Friday from 8 a.m. – 4 p.m. in the Municipal Action Center (1100 W Oak Street, Zionsville, IN 46077.) We accept cash, check or credit card. There is also a green drop box in the parking lot for payments after hours or weekends. Drop box is checked daily Monday – Friday.

Other Info

- Zionsville utilities are billed a month in arrears. Example – The March bill you receive is for service in the month of February.
- Utility bills are sent out between 4th and the 7th of each month.
- Bills are due by the last business day of each month.
- There is a 10% late charge added to each bill that is not paid by the due date.
- Zionsville utilities does not turn services on and off. We just transfer from one owner to another.
- Property owners are responsible for Zionsville utilities in the event a tenant fails to pay.
- The Town of Zionsville may place a lien on the property for unpaid bills after 120 days.



Town Services

Information on seasonal services: www.zionsville-in.gov/149/Seasonal-Services

Rural and urban service district map (see "Quick Links" on right side): www.zionsville-in.gov/495/Homeowners-Associations

Spring and fall brush and limb collection for residents in the urban service district

- Typically takes place the last two full weeks of April and the first two full weeks of October.
- A means for residents to dispose pruned and fallen limbs and brush less than 6" in diameter.
- Residents are to stack their brush and limbs along the street in front of their homes just behind the curb or just off the street
- There is a specific schedule for each area of town and the schedule is posted on the website each year.

Heavy trash collection for residents in the urban service district

- Conducted each spring after brush and limb collection, typically the first week of May.
- Provides an opportunity for residents to dispose of heavy, non-toxic materials (furniture, appliances, etc.) not normally collected in the weekly trash service.

Fall leaf collection for residents in the urban service district

- Typically beginning in mid-October each year, DPW collects leaves placed along the streets in front of each residence. This service continues through the first week of December.
- Residents are to rake or blow their fallen leaves to the roadside in long, narrow rows.
- Only leaves are collected during this process. Material that is not suited to the vacuum trailers will be left curbside (sticks, garden trimmings, etc.).

Winter salting and plowing

- DPW plows and applies salt to public roadways as deemed appropriate.
- DPW cannot guarantee a specific time or threshold that would determine when we commence salting or plowing.
- Main roads are cleared as a priority when plowing and the decision as to whether to plow all or major interior subdivision roads is determined by existing and forecast weather conditions.



Contact Us

Municipal Action Center (MAC)
Zionsville Town Hall, first floor
317-873-5410
askthemacs@zionsville-in.gov

Visit our [staff directory](#) for Town of Zionsville staff.

Resource Contacts

ELECTRICAL:

Boone REMC
1207 Indianapolis Ave, Lebanon, IN 46052
800-897-7362
www.bremc.com

Direct TV
Customer service – 855-691-3039
www.directv.com

DISH
Customer service – 855-993-0492
www.dish.com

Duke Energy
Customer service – 800-521-2232
Report a problem – 800-343-3525
www.duke-energy.com

INTERNET PROVIDERS:

AT&T
Customer service – 800-331-0500
www.att.com

MetroNet
Customer service – (765) 481-2515
www.metronetinc.com

Spectrum
Customer service residential – 877-906-9121
Customer service business – 888-692-8635
www.spectrum.com



GAS:

CenterPoint Energy
Customer service/Report a problem – 800-227-1376
www.centerpointenergy.com/en-us/residential

WATER:

Citizens Energy Group
Customer service
Residential/Report a problem – 317-924-3311
Businesses – 317-927-4328
www.citizensenergygroup.com

TRASH:

Priority
Customer service – 855-927-8365
www.PriorityWaste.com

COMPOST:

Earth Mama Compost
(317) 332-8465
earthmamacompost.com
www.zionsville-in.gov/637/Composting
**\$10 per month discount for Zionsville residents*

WASTEWATER:

Whitestown Utilities
6210 Veterans Drive, Whitestown, IN 46075
(317) 733-8584
www.whitestown.in.gov

TriCo Regional Sewer Utility

10701 N College Ave, Indianapolis, IN 46280
(317) 844-9200
www.trico.eco



COMMUNITY RESOURCES:

Boone County Senior Services, Inc.
Lebanon office: 515 CrownPointe Dr, Lebanon, IN 46052
765-482-5220

Zionsville satellite office: Zionsville Town Hall, 1100 W Oak Street, Room 206, Zionsville, IN 46077
317-873-8939
www.booneseniors.org

Boone County Solid Waste Management District
PO Box 808, Lebanon, IN 46052
(765) 483-0687
www.boonecountysolidwaste.com

Hussey-Mayfield Memorial Public Library
250 N Fifth St, Zionsville, IN 46077
317-873-3149
www.zionsvillelibrary.org

Zionsville Chamber of Commerce
112 N 9th St, Zionsville, IN 46077
317-873-3836
www.zionsvillechamber.org

Zionsville Community Schools
900 Mulberry St, Zionsville, IN 46077
317-873-2858
www.zcs.k12.in.us

Zionsville Homeowner's Associations
www.zionsville-in.gov/495/Homeowners-Associations

BOONE COUNTY OFFICES:

View contact information for Boone County offices
<https://boonecounty.in.gov/offices>

What is the Automatic Payment Plan?

The Automatic Payment plan is a simple way to make life a little easier, from your friends at Zionsville Wastewater

The Automatic Payment Plan pays your sewer and trash bill each month from your checking account.

Just return the Automatic Payment Plan request form with your *voided* check and your bank, credit union, or other financial institution will be able to pay your sewer and trash bill each month, automatically, on time, every time with no additional charge...and no hassles!

In fact, this payment service will save you money, since it eliminates checks, check charges, and the cost of postage.

You'll still receive a sewer and trash bill each month, and have about three weeks to call us if you have any questions. Arrangements to change the amount of the payment or discontinue the program must be made prior to three days before the payment is due. Your bank will pay your sewer and trash bill on the due date. *Your checking account statement will verify that payment has been made.*

***DID YOU ATTACH THE VOIDED CHECK?**

It's simple to sign up for the Automatic Payment Plan...

- Fill out the attached request form
- Return it with a VOIDED check and your current payment, or mail it separately to:

ZIONSVILLE WASTEWATER

1100 W OAK STREET

ZIONSVILLE, IN 46077

873-2469

**THEN JUST
ALLOW 30 DAYS
FOR ENROLLMENT!**

AUTOMATIC PAYMENT PLAN REQUEST FORM

Please complete this form and return it with your monthly payment, or mail it separately to: Zionsville Wastewater, 1100 W Oak Street, Zionsville, IN 46077

Zionsville Wastewater Account No: _____

Name (as shown on sewer bill): _____

Service Address: _____

I, (print name of checking account holder) _____

authorize my bank to make my monthly payments directly to Zionsville Wastewater and post them to my bank acct.

Bank Name: _____

Bank Address: _____

Bank Routing No: _____

Checking Account No: _____

(IMPORTANT: Attach a VOIDED check to this request form)

I understand that I am in full control of my payment and that I can write or call Zionsville Wastewater to ask questions, make changes, or discontinue the program up to three (3) days before payment is due.

Signature: _____ Date: _____

(checking account holder)

MAKE LIFE A LITTLE EASIER

with the

AUTOMATIC PAYMENT PLAN

from your neighbors at

ZIONSVILLE WASTEWATER

1100 W OAK STREET

ZIONSVILLE, IN 46077

317-873-2469

A free service
for our valued customers